

## Regional Administrators—Continued

Region/Address	Administrator	Telephone
Boston, MA (Suite 812, 10 Causeway St., 02110) .....	Patrick K. McGowan .....	617-565-8415
Chicago, IL (Rm. 1975, 300 S. Riverside Plz., 60606-6611) .....	Peter Barca .....	312-353-0357
Denver, CO (Suite 400, 721 19th St., 80202-2599) .....	Thomas J. Redder .....	303-844-0500
Fort Worth, TX (Suite 108, 4300 Amon Carter Blvd., 76155) .....	James W. Breedlove .....	817-885-6581
Kansas City, MO (13th Fl., 911 Walnut St., 64106) .....	Bruce W. Kent .....	816-374-6380
New York, NY (Rm. 31-08, 26 Federal Plz., 10278) .....	Thomas M. Bettridge .....	212-264-1450
Philadelphia, PA (Suite 201, 475 Allendale Rd., King of Prussia, 19406 ..	Susan M. McCann .....	610-962-3710
San Francisco, CA (20th Fl., 71 Stevenson St., 94105-2939) .....	Viola Canales .....	415-975-4804
Seattle, WA (S-1805, 1200 6th Ave., 98101-1128) .....	Gretchen Sorensen .....	206-553-0291

## Sources of Information

**Electronic Access** Information on the Small Business Administration is available electronically by various means. Internet, [www.sba.gov](http://www.sba.gov). FTP, [ftp.sbaonline.sba.gov](ftp://sbaonline.sba.gov).

Access the U.S. Business Adviser through the Internet, at [www.business.gov](http://www.business.gov).

Access the Administration's electronic bulletin board by modem at 800-697-4636 (limited access), 900-463-4636 (full access), or 202-401-9600 (Washington, DC, metropolitan area).

**General Information** Contact the nearest Small Business Administration field office listed above, or call the SBA

answer desk. Phone, 800-8-ASK-SBA. Fax, 202-205-7064. TDD, 704-344-6640.

**Public Affairs** For public inquiries and small-business advocacy affairs, contact the Office of Public Communications and Public Liaison, 409 Third Street SW., Washington, DC 20416. Phone, 202-205-6740. Internet, [www.sba.gov](http://www.sba.gov).

**Publications** A free copy of *The Resource Directory for Small Business Management*, a listing of for-sale publications and videotapes, is available from any local SBA office or the SBA answer desk.

For further information, contact the Office of Public Communications and Public Liaison, Small Business Administration, 409 Third Street SW., Washington, DC 20416. Phone, 202-205-6740. Internet, [www.sba.gov](http://www.sba.gov).

## SOCIAL SECURITY ADMINISTRATION

6401 Security Boulevard, Baltimore, MD 21235  
Phone, 410-965-1234. Internet, [www.ssa.gov](http://www.ssa.gov).

Commissioner of Social Security  
Chief Actuary  
General Counsel  
Inspector General  
Deputy Commissioner  
Executive Director to the Deputy  
Commissioner and Chief Information  
Officer  
Chief of Staff  
Deputy Commissioner for Communications  
Deputy Commissioner for Disability and  
Income Security Programs

KENNETH S. APFEL  
HARRY C. BALLANTYNE  
ARTHUR J. FRIED  
JAMES G. HUSE, JR.  
WILLIAM A. HALTER  
JOHN R. DYER

BRIAN D. COYNE  
JOAN E. WAINWRIGHT  
SUSAN M. DANIELS

Deputy Commissioner for Finance, Assessment, and Management and Chief Financial Officer	YVETTE S. JACKSON
Deputy Commissioner for Human Resources	PAUL D. BARNES
Deputy Commissioner for Legislation and Congressional Affairs	JUDY L. CHESSE
Deputy Commissioner for Operations	CAROLYN W. COLVIN
Deputy Commissioner for Policy	JANE L. ROSS
Deputy Commissioner for Systems	D. DEAN MESTERHARM

[For the Social Security Administration statement of organization, see the Code of Federal Regulations, Title 20, Part 422]

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*The Social Security Administration manages the Nation's social insurance program, consisting of retirement, survivors, and disability insurance programs, commonly known as Social Security. It also administers the Supplemental Security Income program for the aged, blind, and disabled. The Administration is responsible for studying the problems of poverty and economic insecurity among Americans and making recommendations on effective methods for solving these problems through social insurance. The Administration also assigns Social Security numbers to U.S. citizens and maintains earnings records for workers under their Social Security numbers.*

The Social Security Administration (SSA) was established by Reorganization Plan No. 2 of 1946 (5 U.S.C. app.), effective July 16, 1946. It became an independent agency in the executive branch by the Social Security Independence and Program Improvements Act of 1994 (42 U.S.C. 901), effective March 31, 1995.

The Administration is headed by a Commissioner, appointed by the President with the advice and consent of the Senate.

In administering the programs necessary to carry out the agency's mission, by law the Commissioner is assisted by a Deputy Commissioner, who performs duties assigned or delegated by the Commissioner; a Chief Financial Officer; a General Counsel; a Chief Actuary; and an Inspector General.

### Programs and Activities

**Old-Age, Survivors, and Disability Insurance** The agency administers these social insurance programs, which provide monthly benefits to retired and disabled workers, their spouses and children, and to survivors of insured workers. Financing is under a system of contributory social insurance, whereby employees, employers, and the self-employed pay contributions that are

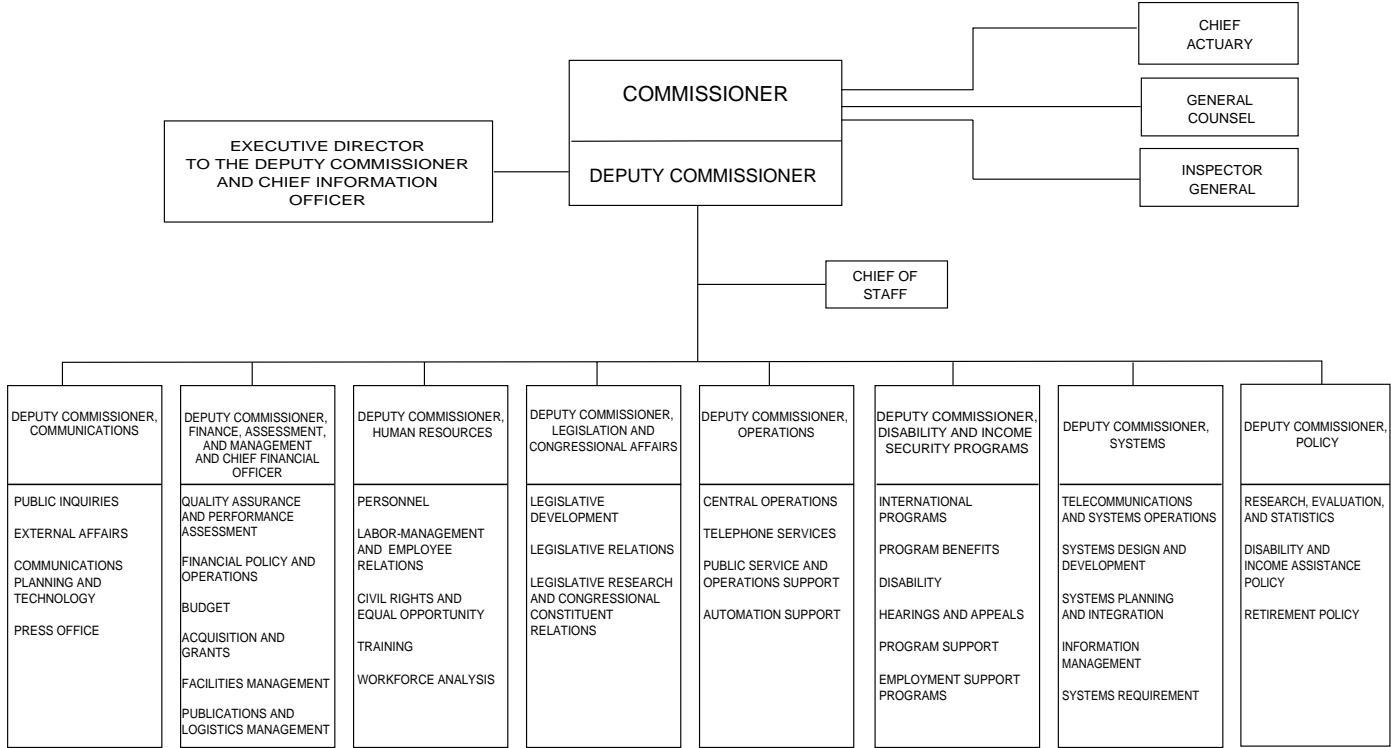
pooled in special trust funds. When earnings stop or are reduced because the worker retires, dies, or becomes disabled, monthly cash benefits are paid to partially replace the earnings the family has lost.

**Supplemental Security Income** The agency administers this needs-based program for the aged, blind, and disabled. A basic Federal monthly payment is financed out of general revenue, rather than a special trust fund. Some States, choosing to provide payments to supplement the benefits, have agreements with the Administration under which it administers the supplemental payments for those States.

**Medicare** While the administration of Medicare is the responsibility of the Health Care Financing Administration, Department of Health and Human Services, the Social Security Administration provides Medicare assistance to the public through SSA field offices and processing centers, and adjudicates requests for hearings and appeals of Medicare claims.

**Black Lung** By agreement with the Department of Labor, SSA is involved in certain aspects of the administration of the black lung benefits provisions of the Federal Coal Mine Health and Safety Act of 1969, as amended (30 U.S.C. 901).

SOCIAL SECURITY ADMINISTRATION



**Regional Offices** Social Security Administration operations are decentralized to provide services at the local level. Each of the SSA 10 regions, under the overall direction of its Regional Commissioner, contains a network of field offices and teleservice centers, which serve as the contact between SSA and the public. The Administration operates 1,292 field offices, 38 teleservice centers, and 6 program service centers. These installations are responsible for:

- informing the public of the purposes and provisions of Social Security programs and their rights and responsibilities;

- assisting with claims filed for retirement, survivors, disability, or health insurance benefits, black lung benefits, or Supplemental Security Income;
- developing and adjudicating claims;
- assisting certain beneficiaries in claiming reimbursement for medical expenses;
- developing cases involving earnings records, coverage, and fraud-related questions;
- making rehabilitation service referrals; and
- assisting claimants in filing appeals on SSA determinations of benefit entitlement or amount.

**For further information, contact the Social Security Administration. Phone, 800-772-1213 (toll-free).**

## Sources of Information

Inquiries on the following subjects may be directed to the appropriate office, Social Security Administration, 6401 Security Boulevard, Baltimore, MD 21235.

**Contracts and Small Business Activities** Contact the Office of Acquisitions and Grants. Phone, 410-965-9457.

**Electronic Access** Information regarding the Social Security Administration may be obtained through the Internet, at [www.ssa.gov](http://www.ssa.gov).

**Employment** A variety of civil service registers and examinations are used in hiring new employees. Specific employment information may be obtained from the Office of Personnel. Phone, 410-965-4506.

**General Information** The Office of the Deputy Commissioner for Operations manages SSA's toll-free public service telephone. Phone, 800-772-1213 (toll-free).

**Inspector General** The Office of the Inspector General maintains a 24-hour toll-free hotline to receive allegations and complaints relative to SSA operations nationwide. Phone, 800-269-0271 (toll-free). Fax, 410-965-3011.

**Publications** The Office of the Deputy Commissioner for Communications publishes numerous pamphlets

concerning SSA programs. Single copies may be obtained at any local office or by calling 800-772-1213. The Administration also collects a substantial volume of economic, demographic, and other data in furtherance of its program mission. Basic data on employment and earnings, beneficiaries and benefit payments, and other items of program interest are published regularly in the *Social Security Bulletin*, its *Annual Statistical Supplement*, and in special releases and reports that appear periodically on selected topics of interest to the public. Additional information may be obtained from the Publications Staff, Office of Research, Evaluation, and Statistics, 500 E Street SW., Washington, DC 20254. Phone, 202-282-7138.

**Reading Rooms** Requests for information, for copies of records, or to inspect records may be made at any local office or the Headquarters Contact Unit, Room G-44, Altmeyer Building. Phone, 800-772-1213 (toll-free).

**Speakers and Films** The Administration makes speakers, films, and exhibits available to public or private organizations, community groups, schools, etc., throughout the Nation. Requests for this service should be

directed to the local Social Security Office.

**For further information, contact the Office of Public Inquiries, Social Security Administration, 6401 Security Boulevard, Baltimore, MD 21235. Phone, 410-965-7700. Internet, [www.ssa.gov](http://www.ssa.gov).**

## TENNESSEE VALLEY AUTHORITY

400 West Summit Hill Drive, Knoxville, TN 37902

Phone, 865-632-2101. Internet, [www.tva.gov](http://www.tva.gov).

One Massachusetts Avenue NW., Washington, DC 20444-0001

Phone, 202-898-2999

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NORMAN A. ZIGROSSI

*The Tennessee Valley Authority conducts a unified program of resource development for the advancement of economic growth in the Tennessee Valley region. The Authority's program of activities includes flood control, navigation, electric power production, recreation improvement, and forestry and wildlife development.*

The Tennessee Valley Authority (TVA) is a wholly owned Government corporation created by act of May 18, 1933 (16 U.S.C. 831-831dd). All functions of the Authority are vested in its three-member Board of Directors, the members of which are appointed by the President with the advice and consent of the Senate. The President designates one member as Chairman.

TVA's electric power program is financially self-supporting and operates as part of an independent system with TVA's system of dams on the Tennessee River and its larger tributaries. These dams provide flood regulation on the Tennessee and contribute to regulation of the lower Ohio and Mississippi Rivers. The system maintains a continuous 9-foot-draft navigation channel for the length of the 650-mile Tennessee River main stream, from Paducah, KY, to Knoxville, TN. The dams harness the power of the rivers to produce

electricity. They also provide other benefits, notably outdoor recreation.

The Authority operates the river control system and provides assistance to State and local governments in reducing local flood problems. It also works with other agencies to encourage full and effective use of the navigable waterway by industry and commerce.

The Authority is the wholesale power supplier for 159 local municipal and cooperative electric systems serving customers in parts of 7 States. It supplies power to several Federal installations and 63 large companies whose power requirements are large or unusual. Power to meet these demands is supplied from dams, coal-fired powerplants, nuclear powerplants, combustion turbine installations, and a pumped-storage hydroelectric plant; U.S. Corps of Engineers dams in the Cumberland Valley; and Aluminum Company of America dams, whose operation is coordinated with TVA's system.